



Appl. No. 10/721,704
Response dated January 05, 2009
Reply to Office Action of 07/03/2008
EH 262965990 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 10/721,704
Applicant : Howard M. Lee
Filed : 11/25/2003
TC/A.U. : 3623
Examiner : MANSFIELD, THOMAS L
Confirmation No. : 6308
Title : AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF
CUSTOMER AGENT INTERACTION
Docket No. : 062403.P002
Customer No. : 50787

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action mailed July 03, 2008, please consider the following:

The Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 24 of this communication.

This communication contains 34 pages total.